GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:2407
ANSWERED ON:17.03.2008
NEW CONSUMER LAW
Panda Shri Prabodh;Rao Shri Kavuru Samba Siva;Surendran Shri Chengara

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether any assessment has been made regarding the impact of implementation of Consumer Protection Act, 1986 on the resolution of consumer problems in the country;

(b) if so, the details and outcome thereof;

(c) the number of consumer complaints received and those dismissed on technical grounds,separately during each of the last three years;

(d) the nature and details of complaints received by the consumer fora and average time taken to pass a judgement;

(e) whether the Government proposes to enact a comprehensive law to ensure timely justice to consumers in a consumer friendly environment and make companies more responsive to consumers;and

(f) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS,FOOD AND PUBLIC DISTRIBUTION (SHRI KANTILAL BHURIA)

(a): No Sir.The Department of Consumer Affairs has not conducted any study to assess the impact of the implementation of Consumer Protection Act, 1986 on the resolution of consumer problems in the country.

(b): In view of (a) above, the Question does not arise.

(c): As informed by National Consumer Disputes Redressal Commission (National Commission), the number of cases filed in the three-tier Consumer Disputes Redressal Agencies (Consumer Fora) during each of the last three years, i.e. 2005, 2006 & 2007 is given below:

SI.No.	Name of Agency	2005	2006	2007
1.	National Commission	3878	5222	4866
2.	State Commissions	33323	36613	34843
3.	District Fora	128764	131183	125689

The National Commission has informed that it has adopted a policy not to decide the matter on technicalities and there is a direction to the State Commissions as well as District For a to dispose off cases on merits on the basis of documents produced on record by dispensing with pleadings, if required. According to the National Commission,the data regarding cases dismissed on technical ground by the Consumer Fora is not being maintained separately.

(d): As informed by National Commision,most of the cases filed before the Consumer Fora relate to Banking,Medical, Telephone,Insurance,Housing,Electricity,Airlines,Railways,etc.The Commission has further informed that no data with regard to average time taken for deciding the case by the Consumer Fora is being maintained.

(e)& (f): No Sir.The Consumer Protection Act,1986 is already comprehensive enough since the provisions of the Act covers all goods & services which a consumer has purchased or availed of for a consideration except those which are done for commercial purposes.